

TEMPLE UNIVERSITY

POLICIES AND PROCEDURES

Title:	Enterprise Technology Governance
Policy Number:	04.71.12
Issuing Authority:	Office of the President
Responsible Officer:	Vice President for Information Technology
Date Created:	September 1, 2026
Date Last Amended/Reviewed:	n/a
Date Scheduled for Review:	September 2029
Reviewing Offices:	Information Technology Services

I. Scope of Policy & Rationale

This policy governs the adoption, oversight, decision-making, and lifecycle management of *enterprise technology*, as defined below.

The policy applies to enterprise technology implemented across all University campuses and remote sites of operation, including academic, administrative, and clinical environments, regardless of whether the technology is hosted on premises, in cloud environments, internally developed, or provided by external vendors.

Enterprise technology includes those that meet **all** the following criteria:

- Support University-wide or interdepartmental operational processes that span multiple organizational units (including schools and colleges).
- Serve as, or integrate with, a university system of record (e.g., student, human resources, finance, research administration, institutional advancement, or clinical).
- Access, create, process, transmit, or store confidential or sensitive institutional data as defined in the Data Usage, Governance and Integrity Policy (04.71.10).
- Support mission-critical operations where disruption would be reasonably likely to result in suspension of a material aspect of university operations, compromise safety, failure to meet compliance obligations, or harm to the University's reputation.

Technologies that do not meet the criteria above are not considered enterprise technology; however, procurement of such technologies must still comply with all applicable university policies.

Policy Statement

Effective enterprise technology governance establishes a structured relationship between ITS and its university partners through defined leadership roles, decision-making processes and

accountability mechanisms. The governance and management of technology is essential to preserve and protect the information and computing infrastructure of the institution.

The following governance procedures must be followed for Enterprise Technology implementation or material modification.

II. Procurement and Implementation Requirements

- a) All enterprise technology initiatives require an approved implementation plan covering procurement, implementation, and management throughout the project lifecycle.
- b) All enterprise technology initiatives must be approved and sponsored by the cognizant vice presidents, vice provosts, deans or unit heads who are responsible for the business function of the technology. The sponsor(s) is responsible for naming members of a Project Team as necessary, providing business oversight, resource alignment, budget, ensuring consistency with institutional priorities, resolving escalated risks and issues and handling all final decisions.
- c) The project sponsor(s) must obtain approval from the ITS Project Management Office (PMO) prior to any procurement commitment. Approval will require an ITS assessment of architectural alignment, security and privacy considerations, data governance requirements, and technical feasibility.
- d) All enterprise technology implementations must be managed in coordination with ITS PMO. A designated project manager will be assigned, and standard project management methodologies, tools and reporting practices must be used to manage scope, schedule, budget, risk, resource dependencies, and capacity for change.
- e) For each implementation or significant change, a cross-functional project team with representation from the business unit, ITS, designated Data Custodians, Data Standards and Oversight Committee, stakeholders and other impacted functional areas must be formed.
- f) The project team's charge is to provide direction, oversee progress, recommend scope changes, scheduling, budget tracking, change engagement (including change management, communication, and training) and ensure coordination across participating units.
- g) There must be a post-implementation checkpoint conducted by ITS PMO and the project team to review the outcomes, user experience and operational impact conducted for all enterprise technology implementations.

III. Lifecycle Changes and Material Modifications

- a) This policy applies to both the initial implementation of enterprise technology systems, and any change to the intended use, supported business processes, data handling, integrations, hosting model, or vendor arrangement of an existing enterprise technology product, platform, service, or system that affects its architecture, security posture, privacy impact, or overall institutional risk.

- b) When a change to enterprise technology is proposed, the system owner must notify ITS PMO prior to execution. ITS will determine whether the proposed change requires formal review and approval under these and other applicable policies.
- c) Any effort to introduce, replace, integrate, or change the intended use of an enterprise technology system, platform, or service, regardless of funding source or implementation approach, must be governed by an implementation charter created by the Project Team and approved by the Project Sponsor(s). The charter must document the business purpose, strategic alignment, scope, expected outcomes, funding approach, high-level timeline, key risks, and success measures.
- d) Where required, the initiative must undergo appropriate architectural, security, privacy, data governance, and accessibility reviews, and the system owner may be required to establish or update an implementation charter, governance structure, project plan, and executive sponsorship commensurate with the scope and risk of the change.
- e) No change to enterprise technology may proceed without completion of required reviews and approvals. ITS, in consultation with all relevant stakeholders, retains authority to remediate, delay implementation, or seek broader review with the IT Advisory Council (ITAC) review when institutional impact, risk warrants, or strategic alignment.

IV. Enterprise Review and Prioritization

- a) When applicable, ITAC will review proposed enterprise technology initiatives to evaluate strategic alignment, institutional impact, and readiness to proceed. ITAC will provide guidance on institutional prioritization as needed.
- b) Following approval, ITS is responsible for determining implementation sequencing and scheduling. Prioritization decisions will consider alignment with the University's strategic plan, resource availability, existing commitments, risk and complexity, and interdependencies with other initiatives.

V. Compliance and Exceptions

- a) Enterprise technology that does not comply with this policy may be denied approval, delayed or required to undergo remediation. Any exception to this policy requires documentation submitted for justification to the Vice President for Information Technology/Chief Information Officer (CIO) for recommendation to the President.
- b) Enterprise Technology may require an expedited or emergency review path where critical systems do not meet essential requirements. This will require written approval from the Vice President for Information Technology/Chief Information Officer (CIO) to be prioritized.

Definitions

ITS: Information Technology Services is the University's central information technology organization responsible for the governance, delivery, security, and support of Enterprise Technology infrastructure, systems, and services that enable Temple University's academic, research, and administrative missions.

Business Unit: Any Temple University academic or administrative entity—such as a school, college, department, division, center, institute, or office—that is responsible for managing operations, resources, or services and is accountable for compliance with university policies, standards, and applicable laws and regulations.

PMO: The Project Management Office is the centralized function within ITS responsible for establishing project management standards, providing oversight and coordination of ITS and enterprise technology initiatives, and ensuring projects are delivered in alignment with university priorities, governance requirements, timelines, budgets, and risk management expectations.

ITAC: The Information Technology Advisory Council (ITAC) is a university-level governance body that provides strategic guidance on information technology priorities, investments, and policy. ITAC advises University leadership on alignment of enterprise technology initiatives with institutional goals, risk management, and resource optimization, and promotes cross-functional collaboration. Membership consists of

- Vice President for Information Technology (Chair)
- Director, ITS Project Management Office (Secretary)
- University Counsel (legal advisor to the Council)
- Vice President for Research
- Vice President for Student Affairs
- Vice President, Chief Financial Officer and Treasurer
- Vice President for Strategic Marketing and Communications
- Senior Advisor to the Provost
- Chief Compliance Officer
- Chief Audit Executive
- Six Deans representing academic units, one per school/college pods and the Dean of the Libraries

Cross References

Data Usage, Governance and Integrity Policy ([04.71.10](#))

Technology and Software Usage Policy ([04.71.11](#))

Accessibility of Information and Technology Policy ([04.71.13](#))

History

- Policy enacted to establish a university-wide framework for the governance and oversight of enterprise technology systems, platforms, and services. It formalizes technology governance

processes to promote strategic alignment, effective resource management, risk management, and coordinated decision-making across the University.